

COUNTY OF LOUDOUN
FIRE RESCUE COMMISSION
COMMUNICATIONS COMMITTEE

Regular Meeting

January 13, 2011

1800 hours

Fire and Rescue Training Center

Communications Battalion Chief	Mike Lamb	Present	EMS Council Representative	Derrick Bennett	Present
ECC Manager	Patty Turner	Present	Fire Council Representative	Dan Cohn	Excused
CAD Analyst	Mike Carter	Present	At – Large Member	Andrew Durham	Excused
At – Large Member	Ian Buchanan	Present			

Additional Attendees: Allie Love (Middleburg VFD). Richard MacCready(SVRS), and Leo Kelly(EMS Council Chair)

OLD BUSINESS

- I. **Volunteer Safety Officer Program** – From a communications and CAD aspect, everything is ready to go. Policy is still being reviewed by the Commission
- II. **MDC, CAD, and Radio Operations** –
 - MDC – An issue with mapping occurred over the holiday. The root cause of the issue is being reviewed in order to prevent future mishaps. The issue caused the mapping portion of the MDC to not function and shut down the application. Once the issue was identified, the fix was created in conjunction with Enroute and pushed out remotely.
 - Derrick advised they are still having issue with A6091 & Co 19 (could be a breakout box issue). Chief Lamb stated that LCFR will send a technician down to check on these units. Derrick also advised that when he sends in an issue to the LCFRMDC@Loudoun.gov mailbox he never has any follow up. Chief

Lamb will address this issue with staff and create a way to overcome this lack of feedback.

- CAD – The Working Group has created a draft RFP which is under review and should be ready to go the vendors the first part of February. This RFP is for a consultant to conduct a needs assessment, develop a functional specification, and create a RFP for a new CAD system. Draft to go out to the vendors to hire a consultant
- Derrick requested that the needs assessment be open to the Volunteer companies for input. Chief Lamb advised that meeting with all end users and ride alongs are included in the meeting requirements of the RFP
- Radio Operations – Chief Lamb provided an update on radio communications with Mutual Aid of surrounding jurisdictions. Prince William is currently reprogramming and Frederick, Maryland will begin it's reprogramming this summer

III. RSAN (Roam Secure Alert Network) Paging –

- **CAD paging** – Work group is scheduling a meeting between CAD vendor, DIT public safety team, and Chris Rossbach of DIT to work out the issue between the county network, CAD Paging, and the vendor network.
- **Radio Equipment** – The radio equipment policy is still in the works and should have it in the package for next meeting.

IV. Correction to the minutes – The minutes from the December meeting require a correction under New Business as listed below. Chief Lamb will go back and make the correction.

Remove:

Buchanan

Dr. Morgan did not feel there is a safety concern; therefore, he is in favor of the policy as written.

Insert:

Buchanan

During the Commission meeting in November, Dr. Morgan was asked if he felt the new ALS dispatch policy was having a detrimental impact on the delivery of ALS care. He said he didn't believe it was.

NEW BUSINESS

I. **ALS Provider Tracking** – The meeting will be opened for public comment on this subject

Allie Love – Middleburg Volunteer Fire Department

- Inquired about Co 15's experiment of not calling in for 4 days.
 - o Chief Lamb advised the FRG for Dispatch of Available Apparatus states that you only have to call in when status changes. This policy is just reiterated within the ALS tracking policy.
- Indicated that she believes she has lost the ability to be notified that calls that need "ME"
 - o Page doesn't go to her pager when she is on the board as AL603
 - o Issue when she runs from another station, which occurs quite a bit
 - o Mike Carter advised this is resolved by doing a Quarters Change (AL603 from Station 9). When this is done Company 3 pager group is then activated.
- Expressed some confusion on how multiple medics at station 15 are handled.
 - o Chief Lamb advised the policy states that the 1st would be AL615 the second would be their CT number.
- Inquired as to what the benefits to Tracking are
 - o ECC Manager Turner Advised Key strokes have been reduced and processing stats are better.
 - o Derrick Bennett commented that MDCs became the solution to be consistent.
 - o Chief Lamb advised 1 MDC for each station is approved and contact has been made via email to each station to schedule the installation. Currently there are only 3 stations which have responded.
 - o Chief Lamb advised that a review of ALS providers on the board was conducted during the development of this policy and showed very few instances of having multiply providers chasing from the same station.
- Question on how dual medics on the same unit and chase medics and or a medic pops up on call are handled.
 - o Solution being the unit will have to notify the ECC upon responding, the other unit will be PIS.
- Indicated that EMIC is having difficulty tracking providers QA portion (Allie and Derrick)
 - o Chief Lamb indicated that State of VA passed a law stating the all personnel will use EPCR; however, not completely sure everyone in the County has compiled.

- Derrick advised that all units are not using this per the State exception which was provided.
- Chief Lamb asked if they are still using some source of electronic run sheets. No clear answer could be provided.
- Allie Love stated this creates a delay in getting info to the EMIC due to not being in CAD as the provider number. With this creates an issue with the EMIC having to call the Chief to pull the sheet to be able to tell them who was on the call.
- Chief Lamb advised the notebook rollout will be 60 days
 - Trouble shooting an issue at the hospital
 - Will image all 38 laptops
 - Installing them now and will publish an install schedule with Captain Neal Next week
- Allie indicated this also creates a communication issue between companies with transporting a patient that was handed off from another company. In the past, they just handed off a copy of the paper sheet.
- Derrick advised that Nick has found a work around by using the QC.
- Derrick stated Company 9 will be setting up spare pagers to pick up when they are running from another company.
- Chief Lamb and Rich MacCready discussed the solution they have come up with to fix the printers at the hospitals for printing of the ePPCR. This should allow the ePPCR project to move forward.
 - Will also provide power to do reports and then dock only to print
- Chief Lamb confirmed with Mike Carter that if the decision was to go back to old way of tracking ALS Providers that 6 weeks will be needed to do the turnaround the CAD.
- Allie suggested we stress the EPCR programs abilities will assist in addressing the issue
 - Chief Lamb in an attempt to clarify the issues stated there were 3 things that were issues at the same time:
 - Reservations – resolved
 - Changing status after 2200 – resolved
 - Signing in as a different unit in the MDCs and not letting ECC know which unit was in or out of service

Leo Kelley – Chairman of the EMS Council

- When a Region A provider goes on a call the new policy causes a delay in knowing who is going and if the area is left without a provider
- MDC are not in all units
- What is the difference between using the numbers or the AL
 - Chief Lamb states keeps us cleaner
 - There are not many times that there are more than one provider from the same station chasing

- Leo indicated a major concern is in Region A where there are fewer incidents and the objective is to provide an equal distribution of calls to increase experience and skill level. He added that in a lot of cases an ALS provider who is not on the board but is closer will respond and not place the regional provider in service. This practice allows for the providers who are up as regional to be dispatched and respond on the calls to gain experience and keep their skills up. Based on this practice the providers need their own unique number so they other providers can determine if they are closer or not. Chief Lamb commented that the generic AL unit IDs provide the same geographical information and the intent is to send the closest provider. He also added that to revert back to personal ALS numbers is likely to increase the processes it would take to dispatch a unit.
- LEO echoed Allie's point on the EMIC issue with not knowing who was on the calls. Chief Lamb stated what was previously discussed above.
 - Leo expanded on the issue stating they had an issue with an ALS provider who came to the scene and was not listed on any run sheet. Reason being the chase vehicles are not licensed transport vehicles and therefore does not need to do a run sheet – after many hours, it was then resolved and the provider did not do patient care.
 - Leo wanted to know what the benefits of MDC are – Leo stated that a single person in a chase vehicle should not be riding down the road reading the MDCs.
 - Derrick stated that the MDC will give you run routes and how to properly get to the calls instead of reading an ADC map while driving or use a Garmin that is not updated with new streets.
 - Leo stated there is a need, specifically in Region A, to know who is on the 1st call as it could affect a 2nd call.
 - Derrick stated that what he found at last month's meeting was the lack of education with the power point.
 - Derrick inquired if signing in the MDC with an alias would address this issue and is it possible to have that automatically logged that into the CAD notes.

II. Roundtable:

- Carter
 - Mutual aid delays in response (FRG) - Would like to request that we seek an exemption from Commission to skip the response time reviews this year and re-evaluate the data next year. This year's data contains a large anomaly related to the change in the radio system and how mutual aid companies communicate.

- Derrick request that the information regarding the request be distributed for review at the different committees
 - Chief Lamb will ensure this is prepared and distributed.
- Turner - Nothing
- Buchannan
 - Logging in MDC as Chief Officer – Inquired as to why he could not accomplish this. Chief Lamb and ECC Manager Turner will investigate. ECC Manager Turner believes he may not be on the approved list from Chief 1
 - Inquired if a command officer could log into the MDC from the Command unit in place of calling the ECC to place themselves on the board as “duty chief”? The answer is no, they still need to call ECC due to the way CAD tracks the “duty chief”.
- Bennett
 - Request that items sent to the LCFR MDC email account be followed up with to the person generating the request action
- Lamb
 - Will research and provide follow up on
 - Ability to identify those providers in chases units via ePPCR
 - How to address 2nd calls in Region A under the new policy
 - Use of MDC Alias and automatic CAD notations
 - Will prepare a draft request for the councils and commission regarding the mutual aid delay times.

Next meeting will be February 10, 2011 at 1800 hours at LCFR Training Center